

OFFICE OF THE CITY MANAGER LTC # 033-2013

LETTER TO COMMISSION

TO:

Mayor Matti Herrera Bower and Members of the City Commission

FROM:

Kathie G. Brooks, Interim City Manager

DATE:

January 31, 2013

SUBJECT:

Operating Hours – Customer Service Center 1755 Meridian Avenue

The purpose of this Letter to Commission is to advise the City Commission of the proposed change of operating hours effective March 4, 2013, for the Customer Service Center (the Center) located on the first floor of 1755 Meridian Avenue.

The Center was established by merging the Finance Department's licensing, resort tax, liens, utility billing section and miscellaneous customer service operations with the Parking Department's permit section to create a "One Stop Shop" concept.

The Center has continued to operate on extended hours from 7:30 am to 6:00pm Monday through Friday since inception, and to provide service to all customers arriving by 6:00pm. This means that work in the Center continues considerably past 7:00pm most evenings. However, the average number of customers visiting the Center during the first hour of the day (from 7:30am to 8:30 am) has fallen below 3 and no longer warrants staffing the Center at this hour.

By adjusting the operating hours it will permit more staffing to be available for other hours of the day when the average number of customers is greater. The Center will still remain open till 6:00pm to accommodate customers who cannot visit during regular hours and many functions can be handled online or by mail. Additionally, the Center may increase operating hours, during periods of heavy residential parking permit renewals or other peak periods as necessary.

KGB/JPDW/mm

C: Executive staff

Rafael Granado, City Clerk

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